

## Informational Services Unit, Management Support Section

### Position Description

#### Position Summary

Under the general direction of the Management Support Section Chief, this position manages and directs the program support services provided by the Informational Services Unit. These activities facilitate the administration of benefit overpayment collections, tax collections, and employer services in the Bureau of Tax and Accounting. This position recommends, plans, and coordinates improved processes and procedures to streamline program support services in the Unit and Bureau.

This position participates in administrative program and policy development and is responsible for planning, implementing, directing and monitoring changes in program support services in response to policy and statutory changes. This position requires a working knowledge of Chapter 108 of the Wisconsin statutes, associated administrative code, and federal unemployment tax law and regulations. This position provides assistance in interpretation of unemployment tax and accounting programs, policies, and procedures to all staff in the Bureau of Tax and Accounting and other bureaus in the division and department based on the program support functions provided by the Unit.

In addition to knowledge of unemployment insurance (UI) procedures and law, this position must have a thorough knowledge of multiple subsystems within UTAS (the current automated UI tax system) as well as manual processes, procedures and workflow. This also includes a thorough understanding of how the Workflow Document Management and Imaging (WDMI) system and the new tax system (SUITES –State Unemployment Insurance Tax Enterprise System) under development impact the Informational Services Unit and its interfaces with the bureau, division, department, and other agencies in order to deliver efficient and effective program support services. This position advises bureau management about system improvement opportunities and service issues.

This position also determines current and future resource needs of the Unit and identifies needs for the strategic plan, budget, and information technology. This position periodically represents the Unit on workgroups formed to update and improve program support services in the Division and Department.

#### Goals and Worker Activities

- 55%    A.        Manage program support for benefit overpayments, tax collections, and employer services.
1.        Direct staff activities to ensure conformity and consistency with department/division mission, goals, and program work plans.
  2.        Develop and implement administrative procedures in conjunction with other sections in the bureau.
  3.        Evaluate overall effectiveness of program support through analysis of management workload statistics and identify program deficiencies.
  4.        Develop policies, procedures, guidelines and performance standards to ensure department and division policy is implemented.
  5.        Set Unit priorities and direct activities.

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6. Communicate, implement, and modify operational policies, procedures, and training manuals to maintain efficiency, effectiveness, promptness and accuracy of the unit.
  7. Assign and reassign activities in accordance with unit needs and bureau operations.
  8. Coordinate workflow between this unit and the other units and sections in the bureau, division, department, and other state agencies with the advice of the lead worker.
  9. Ensure new employer account numbers are assigned according to legal requirements, duplicate account numbers are minimized, and payments are annotated consistent with established procedures.
  10. Monitor, evaluate, and recommend enhancements to the processes for preparing audit files, scheduling audits, maintaining audit file inventories, preparing subpoenas and subpoena billings, and maintaining production data, and provide assistance to staff to resolve audit scheduling issues and/or conflicts.
  11. Ensure employer files are maintained and purged according to established policies and procedures as well as statutory requirements for security and confidentiality.
  12. Monitor, evaluate, and recommend enhancements to the processes for locating debtors and their assets, preparing levies and payment coupons, docketing tax and benefit overpayment warrants, satisfactions, releases, and voids with the appropriate counties, and processing filing fee reimbursements.
  13. Ensure that the established Power of Attorney (POA) designation on accounts meets all legal and procedural requirements.
  14. Monitor, evaluate, and recommend enhancements to the ACH payment process for tax and benefit overpayment debts.
  15. Develop, implement, and maintain macros, spreadsheets, and access database files for use by section staff in their jobs with assistance from lead worker.
  16. Direct Record Disposition Authorizations (RDAs) for the Unit to ensure they are appropriately implemented, updated, and renewed.
- 25% B. Management and supervision of the Informational Services Unit.
1. Recruit, hire, assign, evaluate, counsel, and discipline staff to maintain the highest performance level possible.
  2. Supervise and direct the activities of subordinate staff and establish areas of responsibility and levels of expectations for staff.
  3. Recommend and initiate personnel actions including reclassification, relocation, and effective allocation of staff resources and compensation of staff.
  4. Establish goals and objectives for staff, monitor progress against plans, review employee performance, provide feedback to employees, acknowledge or provide formal recognition for exceptional performance and resolve grievances as needed.
  5. Plan and achieve appropriate affirmative action goals in staffing situations.

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6. Ensure adequate backup for all key services provided by the unit.
  7. Determine future resource requirements for unit efficiency including staff, equipment, space, etc. and make recommendations to the Section Chief.
  8. Conduct staff meetings to review operations and provide a group opportunity for open communication with staff.
  9. Develop training plans for new staff, train new staff in various areas needed to perform their jobs with advice and assistance from lead worker, and coordinate cross training and additional training for existing staff.
  10. Provide leadership in resolving work problems at the earliest step of the grievance process whenever possible.
  11. Administer department rules on leave, conduct, and work schedules to assure maximum production and employee satisfaction while maintaining adequate levels of customer service.
- 15% C. Develop and implement policy, procedure, and law changes and provide program and technical expertise.
1. Determine system enhancements and procedural changes needed implement changes in laws, rules, regulations, and policies.
  1. Review policies, procedures, and Unit performance to ensure compatibility with UI program goals, objectives, and UI law.
  2. Advise the Section Chief on changes and activities impacting the unit, section, and bureau. Recommend appropriate measures in response to, or in anticipation of, significant changes.
  3. Prepare written materials, manuals, reports, and presentation materials regarding office policies and procedures, and assist in the training and dissemination of informational materials to agency staff regarding new or modified systems.
  4. Explain provisions of Chapter 108, Administrative Code, and department policies to debtors, their attorneys, accountants, or other representatives.
  5. Represent the unit and/or Section Chief on various committees and workgroups as requested by the Section Chief. This includes actively participating in SUITES design, construction, and implementation.
  6. Work with Wisconsin Clerks of Court to arrange for proper filing of legal documents. Review existing laws and law changes to assure compliance. Work with the Courts and DWD Finance to arrange for method of payment and resolve any potential conflicts. Communicate procedural, form, and policy changes to the courts.
  7. Coordinate efforts for mailing certified mail documents and services of other legal papers with the DWD mailroom, post offices, and county sheriff departments. Resolve any issues regarding payment for services.
- 5% D. Miscellaneous management responsibilities.
1. Coordinate data collection from other units and update critical indicators using the Department's Executive Information System. Advise the Section Chief of related issues as appropriate.
  2. Participate in the development and implementation of the Bureau strategic plan.

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3. Determine space and equipment needs and associated issues for the bureau working closely with the Bureau's IT Program Liaison, Bureau Program Assistant, and Bureau Section Chiefs.
4. Assess the need for, and the tracking of, IT and other equipment in coordination with the IT Program Liaison.
5. Work with Bureau, Division, and Department Security staff and BITS staff to provide proper access for new staff to LANs, various mainframe sessions and screens needed to perform their duties.

Required knowledge, skills, and abilities

- Knowledge of Unemployment Insurance laws, policies, and procedures.
- Knowledge of the UI tax program processes, procedures and workflow, including the provision of Informational Services Unit program support.
- Considerable knowledge of effective management and supervisory techniques.
- Effective problem-identification and problem-solving skills.
- Ability to adapt and remain flexible in response to change or difficult/challenging situations.
- Ability to work independently or as a member of a team.
- Excellent oral and written communication skills.
- PC/technical skills.
- Knowledge of and experience with the Windows Operating System and Microsoft software, including Word, Excel, Outlook, and Internet Explorer.
- Knowledge of and skill in using mainframe computer applications.
- Knowledge of UI tax systems such as the current automated UI Tax System (UTAS), new tax system – SUITES or State Unemployment Insurance Tax Enterprise System, and the Workflow Document Management and Imaging (WDMI) system.